



FTS2001 Contract Notifications

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Objectives

- **Define Contract notifications**
- **Explain why we need notifications**
- **Challenges DITCO is facing with notifications**
- **Where we are today**



FTS2001 Contract Notifications

- **Minimum of 3 notices required**
 - **Service Request Acknowledgment**
 - COB next duty day
 - Acknowledges receipt of valid request
 - **Service Order Notification**
 - 3 business days after acknowledgment
 - Request for additional information
 - Reject notice
 - **Acceptance notice**
 - Contains unique tracking number
 - Provides breakout of service costs
 - List contractor POC information



Notifications (cont'd)

- **Service Order Completion Notice**
 - 24 hours after completion of service
 - Provides service completion date for billing
 - Identifies all costs except volume discounts
 - Invoicing starts 72 hours after Service Order Completion Notice is received, unless notified of unsatisfactory service



Why Are Notifications Required?

- **Tracking**
 - Ensures contractor has requirement
 - Proactive in resolution of problems
 - Service date
- **Billing and Invoicing**
 - Vendor Account Number to build CSA
 - Cost of services for obligation
 - Start and stop of obligations



Notification Challenges?

- **Vendors unable to identify a unique account number**
- **Vendors unable to provide notifications within contracted time frames**
- **Notifications received with insufficient/incorrect data**



Where Are We Today?

- **Working with vendors on a daily basis to clear discrepancies**
- **DITCO has allowed vendors to use spread sheets to expedite clean-up of overdue notifications**
- **We have reduced the number of overdue notices**
- **DITCO contracting personnel working overtime populating database for billing**
- **Get well date - Mid-May 2000**



Summary

- Service order notifications were defined
- Need for Service order notifications was explained
- Identified challenges with FTS2001 Contractor Notifications
- Explained where we are today in resolution of notification challenges